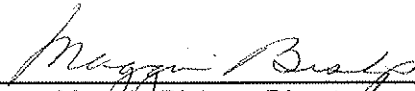


**REQUEST FOR PROPOSALS**  
**Child Care Resource & Referral Programs**  
**(Seacoast and Southern District Offices)**  
**June 3, 2011**

**RFP Issued By:**

  
Maggie Bishop, Director

**RFP#12-DCYF-CDB-CCRR-08**

**Statement of Purpose**

1. It is the intent of the State of New Hampshire, acting through the Department of Health and Human Services (DHHS), Division for Children, Youth and Families (DCYF), to solicit proposals for Child Care Resource & Referral programs to serve the DHHS District Office (DO) catchment areas. To be eligible to provide this service, the Bidder must have knowledge of the communities included in the catchment area, and in particular, knowledge of child care within these communities.
2. Procurement will be in accordance with standard State procedures provided for in the State Manual of Procedures.
3. Requests for Proposals (RFP) will be distributed to any interested party. Specifications and instructions for completion of the proposal are contained elsewhere in this RFP. The specifications cover the minimum requirements. Each proposal will be evaluated, in a manner described elsewhere in the RFP, on its demonstrated ability to meet these specifications, and in addition, on any special abilities, based on the Bidder's past experience or other factors, such as would be an inducement for proposal selection.
4. Financial commitment by the State will not occur until such time as the Governor of the State of New Hampshire and the Honorable Executive Council approves a contract.

**DEADLINE FOR PROPOSAL SUBMITTAL IS: July 1, 2011 at 3:00 PM**

**Contact Person: Patrick McGowan**  
**(603) 271-4843**  
**patrick.mcgowan@dhhs.state.nh.us**

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## **Section 1: BACKGROUND**

1. DCYF is responsible for the administration of the federal Child Care Development Funds. Historically, a portion of these funds have been targeted to support statewide Child Care Resource & Referral (CCR&R) services, to enhance the quality of child care in NH.
2. At the time of the publication of this RFP two separate six-month sole source contracts were proposed to Governor and Executive Council for the Seacoast and Southern Division of Family Assistance District Office service areas. Each contract will be for the period of July 1, 2011 through December 31, 2011.
3. At this time DCYF is seeking proposals for two separate contracts that will end on June 30, 2013 and beginning on the later of:
  - the ending date of the sole source contracts described in 2 above; or
  - the date Governor and Council approves the contracts resulting from this RFP.

| Catchment Area           | Annual Funding* |
|--------------------------|-----------------|
| Southern District Office | \$149,123.00    |
| Seacoast District Office | \$ 58,251.00    |

\* The amount of funding for each contract will be based on a prorated annual share for the timeframes of the contract.

## **Section 2: PROPOSAL REQUIREMENTS AND TIMETABLES**

The Contractor shall comply with the confidentiality provisions of all laws and rules related to all records of the DHHS. All information regarding NH DHHS clients, client families, foster families and other involved individuals, which the Contractor may learn is strictly confidential and shall not be discussed with anyone except NH DHHS personnel in the performance of contracted services.

### **A. Contract Officer**

This RFP is issued by DHHS. The Contract Officer, Patrick McGowan, is the sole point of contact from the date of RFP release until the selection of the successful bidder. All questions and requests for clarification should be submitted in writing to the Contract Officer. A Microsoft Office compatible version of this RFP can be made available to prospective bidders upon request to the Contract Officer.

Patrick McGowan, Contract Manager  
DHHS – Division for Youth, Families and Children  
129 Pleasant Street  
Concord, NH 03301  
603-271-4843  
FAX 271-7982  
[patrick.mcgowan@dhhs.state.nh.us](mailto:patrick.mcgowan@dhhs.state.nh.us)

## B. Procurement Timetable

|  | Date               | Time         |
|--|--------------------|--------------|
| Request for Proposals Issued           | June 3, 2011       |              |
| Closing date for Receipt of Proposals  | July 1, 2011       | 3:00 PM (ET) |
| Contractor Selection                   | July 8, 2011*      |              |
| Governor and Executive Council Meeting | September 7, 2011* |              |

\*DHHS reserves the right to adjust these dates, either moving a date earlier or later in the calendar. The primary consideration in adjustment of dates shall be to ensure the earliest possible Governor and Executive Council approval of contract awarded as a result of this RFP.

## C. Letter of Intent

There is no mandatory letter of intent to bid for this RFP.

## D. Bidders Conference

There will be no bidder's conference for this RFP.

## E. Proposal Contents

The following proposal sections are required in the order and format specified below. Provide full and clear information addressing each section as follows:

1. Cover Sheet – Exhibit A-1: Fill in the requested information. The signature must be signed in ink by the individual voted the authority to submit proposals on behalf of the agency. This cover letter should indicate the catchment area.
2. Bidder Summary – Exhibit A-2: Provide a short summary describing the Bidder's ability to meet the requirements of this RFP by meeting the minimum specifications and, in addition, any special abilities to provide services based on the Bidder's past experience, or other factors that would be an inducement for proposal selection.
3. Response to Specifications – Exhibit A-3: Following the numbering/lettering system and sequence of the Specifications contained in Section 3-B of this RFP, provide a response detailing how the Bidder will meet each specification. Each item must be addressed. Failure to address or adequately address any item may result in non-selection. Please note that DCYF is interested in the methodology and detailed tactics that each Bidder shall implement to meet the minimum requirements of each section. Simply restating the language found in this RFP will result in a reduction of points as documented in Section 4.B. Phase II.
4. Goals for Performance Measures – Exhibit A-4: All performance measures listed in Section 3-B are consolidated into the table in this exhibit. Bidders must complete the column titled "Goals" with figures that they propose they will achieve during the time frames of this contract. **Because the time frames of this contract are not defined as of the publication of this RFP, bidders should submit goals based on what they could achieve on an annual basis.**

5. Cost Proposal – Exhibits B-1, B-2, and B-2a: Fill in all information requested and submit an annual operating budget. If the Contractor provides matching funds, either cash or in-kind, the budget proposal must specify match under the applicable line items.

- a. *Exhibit B-1: Key Personnel Data.* Fill in requested information for all personnel that will be charged to the contract. Key personnel, who are donating their time in-kind to the project, must also be included in this exhibit. **Because the time frames of this contract are not defined as of the publication of this RFP, bidders should submit Personnel data based on annual staff costs.**
- b. *Exhibit B-2: Budget Proposal.* Fill in requested information that includes the complete budget for the duration of the project. Please attach a Budget Narrative that fully explains what is included in each line item, how the figures were determined and justification for these expenditures. Include an explanation of the sources of any income or in-kind that is proposed as match. Although matching funds are not required, they are tangible evidence of community support. **Because the time frames of this contract are not defined as of the publication of this RFP, bidders should submit a budget based on annual costs to operate the program.**

**Note:** Do not include the cost of National Association of Child Care Resource and Referral Agencies (NACCRRRA) Suite of Data Services (SDS) license in your budget as these will be funded separately by DCYF and paid directly to NACCRRRA. However, you can include your annual membership dues for NACCRRRA.

- c. *Exhibit B-2a: Budget Narrative.* With the exception of line A, provide written justification for the proposed expenses for each line item. The budget narrative should provide enough information that proposal evaluators need not seek clarification of the bidder's budget proposal. If start up costs will be needed, such need must be clearly articulated and justified in the budget narrative.

If administrative or indirect expenses are allocated, the method used to assess cost in this contract must be identified. **Administrative or indirect expenses shall not exceed 10% of the total contract.**

6. Attachments - Submit resumes of program staff and photocopies of credentials or waivers identified to participate in this project on Exhibit B-1. If unknown, attach appropriate job descriptions, including qualifications.

If the proposal includes cooperating agencies, submit letters of support, which document the cooperators commitment to the project.

## **F. Submission of Proposals**

The Proposal must be signed in the manner described elsewhere in this RFP to be accepted for consideration. Each page shall have the organization's name and the catchment area that the Bidder is submitting this proposal for.

All Proposals submitted in response to this RFP must consist of one (1) original and five (5) clearly identified copies of the entire proposal, including all attachments, and one (1) electronic copy on CD ROM saved in a Microsoft WORD version 2000 format. The Bidders must label the original proposal (original signature[s] required) as "Original." The Bidder must label the five copies as "Copy".

All originals and copies should be stapled, and only the copies should be hole punched so they can be inserted in a standard three-ring binder by DCYF. The original should not be hole punched.

All contents must be enclosed in a SEALED envelope clearly marked "Proposal Enclosed – 12-DCYF-CDB-CCRR-08" and received by **3:00 PM on July 1, 2011**. Mail or hand-deliver to the Contract Officer.

Bidders shall not contact members of the proposal evaluation committee nor other DCYF staff regarding the proposal. All questions shall be addressed in writing to the Contract Officer.

#### **G. Submission of Multiple Proposals**

An agency may bid for more than one area, but each must be submitted as a separate (stand-alone) proposal. In such cases, a cover letter may be submitted indicating any cost savings or other modifications that would result from the receipt of contracts for more than one catchment area.

#### **H. Proposal Changes**

Proposals remain the property of the Bidder until the bid opening. Changes to the proposal may be made by the Bidder until that time.

Any proposal received by the State prior to bid opening shall be returned to the Bidder upon written request made by the person signing the proposal and addressed to the Contract Officer. The proposal must be resealed by the Bidder and returned to the Contract Officer by the closing date for a proposal to be considered.

Changes to the Bidder's proposal shall not be made by the State at any time.

#### **I. Bid Closing**

Bids shall be opened and recorded on: July 1, 2011 at 3:00 pm. Late bids shall not be accepted. Bids received after the bid opening shall be considered technically non-responsive and shall be disallowed.

Proposals, once opened and recorded, shall be the property of the State and further changes by the Bidder shall not be allowed, unless it is the only proposal received for that catchment area.

#### **J. Clarification Requests**

The Contract Officer shall make any requests for proposal clarification, in writing. The Bidder shall have five (5) business days to provide the requested information.

Any additional information requested and received shall be considered an attachment to the proposal and shall be used in the evaluation process described elsewhere in this RFP.

#### **K. Final Selection**

The Director of DCYF shall select, for each catchment area, the proposal best meeting all criteria in the most cost efficient manner, considered to be the most advantageous to the State. Proposal

selection does not guarantee contract award. The Contract Officer shall notify the Bidder selected of the bid award.

Unsuccessful Bidders shall not be notified until after the Governor and Executive Council have approved the selected bid awards. At that time bid results shall be made available upon written request.

#### **L. Non Commitment of the State**

The State reserves the right to accept or reject any or all proposals and to cancel this RFP in whole or in part upon written or published notice of intent to do so. The Division reserves the right to discontinue or cancel the Contract with ninety (90) days written notice to the Contractor(s).

The solicitation of bids by this RFP does not commit the State to award a contract to any RFP respondent.

The State, upon determining that no satisfactory proposals have been received for any particular service, may decide to provide this service directly, may negotiate with a successful applicant for a related service to include this particular service as part of the service package, or may re-bid for this particular service.

The State is not financially responsible for any costs incurred for the preparation of the Proposal nor commitments made by the Bidder in anticipation of contract award.

### **Section 3: PROGRAM SPECIFICATIONS**

#### **A. Program Goals**

1. To ensure that high quality, culturally competent, Child Care Resource & Referral services are known and accessible to the widest possible number of families, providers, businesses and community members within the catchment area, including services to limited English proficient families and providers, and in consideration of a variety of diversity issues.
2. To serve as a resource of data and information regarding early care and education (ECE).
3. To provide high quality referrals and consumer education to families seeking child care including but not limited to families receiving NH child care scholarship funds or who are on a wait list to do so.
4. To increase the accessibility of child care within the catchment area through recruitment of child care providers that meet the needs of families.
5. To positively impact the quality of child care within the catchment area by increasing the knowledge of child care providers of the Early Childhood Core Knowledge Areas through technical assistance and training opportunities.
6. To use technology as appropriate and feasible for purposes that may include, but not be limited to providing referrals and consumer information to families, training to child care providers, attending meetings, and information dissemination

## **B. Program Operations**

The contractor shall provide child care resource, referral, recruitment, and educational training and technical assistance services to child care providers and families. Child care providers shall include licensed providers (both family and center based) and legally operating license exempt child care providers. These options should include faith-based providers. Families shall include, but not be limited to, those families receiving NH DHHS services from the NH DHHS DO and the New Hampshire Employment Program (NHEP). There shall be no cost to any child care provider or family for using these services with the exception of educational training which may be provided for a cost after 75% of other training goals have been met.

### **1. Outreach – During the contract period the contractor shall:**

- a. Maintain an office location within the catchment area with regular publicized office hours where providers and families can go for information and can receive phone and face-to-face services during times and locations convenient to the provider and parent. The office may be housed with a cooperating agency;
- b. Maintain a toll free number for providers and families to access information. Such number shall also have voice mail to inform clients of business hours and allow individuals to leave messages;
- c. Maintain email capacity for contact with families and providers;
- d. Provide families and providers with electronic information via email and website as requested;
- e. Establish and maintain a presence in and a working relationship with staff of the local DO and NHEP office so that providers, families, NHEP participants, and DO/NHEP staff can access CCR&R services and ensure that the child care needs of the NH DHHS families, and particularly those of Financial Assistance to Needy Families (FANF) families, are being met;
- f. Attend all NHEP orientations, unless notified by the NHEP staff that there is no one attending who has children under the age of thirteen (13) years, during which time families, as well as staff, can access CCR&R services and CCR&R staff can provide information packets for the NHEP participants, which shall include, but not be limited to, information on quality indicators of child care, interviewing a child care provider and children's growth, and development;
- g. Visit child care programs in an effort to outreach, identify areas of need for child care providers, market their services, develop a relationship with and knowledge of the child care community, and provide technical assistance to improve quality;
- h. Establish a Memorandum of Agreement (MOA) within 90 days of the contract with their local Family Resource Center (FRC) that they will refer clients to each other's programs as appropriate and coordinate staff training. In the MOA, there shall be at least quarterly contact with the local FRC; and



- i. The Contractor shall establish and maintain a working relationship with the CDB through attendance at monthly meetings, site visits and regular contact with the Child Care Program Improvement Specialist to ensure that contractual obligations are being met.

**Performance Measures: During the contract period, the contractor shall report on the following performance measures on a quarterly basis:**

- i. The number of visits made to providers: center, licensed family, licensed exempt family child care, and potential providers.

**Other Data Reporting Required: During the contract period, the contractor shall provide the following other data reporting on a quarterly basis:**

- ii. The number of visits made to the DOs and NHEP offices and the nature of those visits.
- iii. The number of NHEP Orientations attended and the number not attended along with the reason why the Orientation was not attended or held.

**2. Resource:** During the contract period, the contractor shall:

- a. Provide DHHS, local and national organizations, agencies, policy makers, public officials, businesses, and community members with accurate data and information regarding issues related to ECE as requested or appropriate;
- b. Collect and maintain an up-to-date NACCRRA SDS, that shall be updated no less than annually on:
  - (1) child care providers operating within the catchment area;
  - (2) specific needs for child care within the area as requested through family referrals; and
  - (3) business and community contacts within the catchment area. Child care providers shall include licensed providers (both family and center based) and legally operating license exempt child care providers. Families shall include, but not be limited to, those families receiving services directly from the NH DHHS DO and NHEP. At least 80% of the standardized data fields for each of these groups should be completed, including those required by the CDB and NACCRRA.
- c. Publish a quarterly newsletter to:
  - (1) inform child care providers of items of interest to the child care community, including, but not limited to, information from the CDB, information regarding the services of other CDB contractors, policy issues, information and resources pertinent to NH child care providers, trainings that meet Child Care Licensing standards offered by the CCR&R, as well as other child care related trainings being offered statewide and information for family engagement;
  - (2) be distributed to all providers and may be emailed. Providers shall receive a hard copy by postal mail in the event that they do not have or do not provide an email address or if they request a hard copy; and

- d. Publish and distribute information regarding ECE and training opportunities through printed materials and the web. These training opportunities should include both those offered by the CCR&R's, other CDB contractors and other agencies and organizations offering training that meet Child Care Licensing standards. Training opportunities shall be updated no less than quarterly.

**Other Data Reporting Required: During the contract period, the contractor shall provide the following other data reporting on a quarterly basis:**

- i. The number of providers whose information was updated and whether or not it was a full or partial update.
- ii. Responses to the request from DHHS or inform the CDB in its quarterly report when they have responded to such a request.
- iii. The date the quarterly newsletter was emailed or mailed.

**3. Referral:** During the contract period the contractor shall:

**3.1 Provide Referrals** and consumer education to families seeking child care within their catchment area, particularly those who are receiving FANF by:

- a. Having and maintaining an accurate and current database of child care providers within the catchment area using the NACCRRRA SDS for the purpose of providing individualized referrals to families in-person, over the phone or via the website [www.nhccrr.org](http://www.nhccrr.org);
- b. Providing families seeking child care with free child care consumer education and referral services according to the Criteria for Best Practices set forth in NACCRRRA's Quality Assurance Program;
- c. Referring families to child care providers free of charge that best match the family's needs and preferences for child care. Families should receive a minimum of three options for child care, including faith based programs, and options for care outside of the referral database;
- d. Providing support services and consumer education to families in selecting child care including, but not limited to verbal consultation individualized to each family's needs and questions, and written materials such as a checklist for choosing quality child care, information on the different types of child care available, early childhood issues, child care funding assistance, an overview of licensing regulations and contact information, and information on the FRC;
- e. Working with staff of the local DO(s) and the NHEP Employment Counselor Specialist (ECS) as well as the CDB's Child Care Program Improvement Specialist, to ensure that the services of the CCR&R agency are fully available to meet the needs of families being served by the NH DHHS;
- f. Assisting NHEP clients;
  - (1) in securing child care services as soon as possible;

- (2) by providing child care referral services at, or in the proximity of, the NH District offices; and
- (3) by providing one-on-one counseling on child care search activities as requested by the NHEP participant or the NHEP ECS

**Performance Measures: During the contract period, the contractor shall report on the following performance measures on a quarterly basis:**

- i. The total number of families receiving referrals each quarter.
- ii. The number of families receiving referrals with CCR&R assistance.
- iii. The number of FANF clients assisted by the CCR&R.

**Other Data Reporting Required: During the contract period, the contractor shall provide the following other data reporting on a quarterly basis:**

- iv. The number of families receiving referrals via the web.
- v. The number of new families served.
- vi. The number of previous families seeking new information that were served.
- vii. The number of families served through the DO.

3.2 Conduct Wait List Activities: that assist families who are eligible to receive NH child care scholarship funds, but who are on or released from a wait list to secure child care services as soon as possible utilizing the following process:

- a. Access NH EASY daily to identify families who have been released from the wait list and help those families secure and maintain child care scholarships by:
  - (1) assisting with completion and submission of Form 2530 within 15 days;
  - (2) informing them that if they do not return Form 2530 within 30 days, their child care scholarship will be closed, they will have to reapply, and they will be placed at the bottom of the wait list again;
  - (3) assisting families to enroll with a provider; and
  - (4) informing families that if the provider is not paid for services within 90 days, their child care scholarship will be closed, they will have to reapply, and they will be placed at the bottom of the wait list again.

**Other Data Reporting Required: During the contract period, the contractor shall provide the following other data reporting on a quarterly basis:**

- i. The number of families identified as being put on the wait list.
- ii. The number of families on the wait list receiving referrals.
- iii. The number of families released from the wait list receiving referrals.
- iv. The number of providers assisted with the enrollment process.

- v. The number of contacts with a family from the time they go on the wait list until they are released from the wait list and are enrolled with a provider.

3.3 Follow Up and Evaluate: At least 20% of the families assisted by the CCR&R shall be followed up with to determine if families have found care that meets their needs and to evaluate how well the program is meeting the needs of families. Specific emphasis shall be placed on FANF families and those on the wait list.

**Performance Measures: During the contract period, the contractor shall report on the following performance measures on a quarterly basis:**

- i. The percent of families successfully surveyed.
- ii. The percent of families surveyed who were successful in finding care.
- iii. The percent of FANF families who were surveyed who were unable to find care.
- iv. The percent of families on the wait list who were surveyed and were successful in finding care they can afford until they are released from the wait list. (Bidder may set this goal at 0).
- v. The percent of families who had all of their child care needs met by the care they chose.

**Other Data Reporting Required: During the contract period, the contractor shall provide the following other data reporting on a quarterly basis:**

- vi. The total number of clients assisted by the CCR&R.
- vii. The number of FANF clients assisted by the CCR&R .
- viii. The number of follow-up attempts made.
- ix. The number of follow up surveys completed.
- x. The number of families satisfied with the care they found.
- xi. The number of families that chose not to use care.
- xii. The number of families whose search was still in process.
- xiii. The number of families who were unable to locate care.
- xiv. Any child care needs of the family that were not met by their child care choice or options.
- xv. Any unmet child care needs of families on the wait list.
- xvi. The number of families who chose care from the referral list(s) they received from the CCR&R.
- xvii. The number of families who found the referrals they received helpful.
- xviii. The number of families who found the consumer education they received over the phone helpful.
- xix. The number of families who found the written or posted consumer education they received or accessed helpful.

- xx. The number of families who report they were able to identify indicators of quality in child care programs.
- xxi. The number of families who report that the CCR&R services were culturally competent.

**Improvement Plan:** The Contractor shall choose one area above where families' needs were not met and one area where referral services were not helpful and will develop and implement a plan to meet this need and improve this service.

**4. Recruitment -** During the contract period the contractor shall:

- a. Recruit providers to fill the unmet child care needs in the catchment area including, but not limited to, infant care, special needs care, and child care during non-traditional hours; as well as other specific types needed in the catchment area as indicated by the CCR&R's follow up data. Providers should be responsive to a variety of diversity issues within the catchment area to be served;
- b. Contact new license exempt providers as identified by the CDB; and
- c. Make licensed providers aware of the opportunity to become certified to provide Preventive & Protective care including but not limited to providing contact information to pursue certification.

**Performance Measures: During the contract period, the contractor shall report on the following performance measures on a quarterly basis:**

- i. The number of new providers added to the database, including licensed and license exempt providers.
- ii. The number of new child care opportunities created by new and existing providers.
- iii. The number of providers who are recruited or expand their programs to meet the unmet needs of infant/toddler care, special needs care and non-traditional hours care.
- iv. The number of providers who are recruited or expand their programs to meet an unmet need as identified by the CCR&R. (Bidders may set this goal at 0).

**Other Data Reporting Required: During the contract period, the contractor shall provide the following other data reporting on a quarterly basis:**

- v. The number of child care providers who closed permanently.
- vi. The number of child care opportunities lost by provider closings.
- vii. The number of net child care opportunities gained or lost.

**5. Training and Technical Assistance**

- 5.1 Trainings: During the contract period the contractor shall:

- a. Provide trainings that are free of charge, accessible to all legally operating child care providers in their catchment area, and at a frequency and in locations that meet the needs of providers in the catchment area;
- b. Charge a fee per person for non-Child Care Basics trainings. The following parameters apply:
  - (1) Fees cannot be charged until a minimum of 75% of the non-Child Care Basics trainings have been offered, and a minimum of 75% of the number of attendees have attended;
  - (2) Trainings that require a fee cannot count towards the total required non-Child Care Basics trainings;
  - (3) Attendees of trainings that require a fee cannot count towards the total required attendees of non-Child Care Basics trainings;
  - (4) All fees charged must be reported on a quarterly basis;
  - (5) All fees charged must be utilized as an agency match for the contract; and
  - (6) Any fees charged that are not used at the end of a contract year, must be returned to DHHS;
- c. Address the Core Knowledge Areas as defined in the Department's publication of the *New Hampshire Early Childhood Professional Development System*. The Core Knowledge Areas to be covered shall be articulated in the training publicity and again during the training. During the course of the contract award period, all of the Core Knowledge Areas shall be addressed;
- d. Have the discretion to offer a light breakfast or lunch for trainings that extend more than 4 hours. For trainings that extend 6 hours or more the contractor may offer both a light breakfast and lunch. A small fee to cover the cost of the meal(s) is appropriate as long as providers have the choice to not pay the fee and bring their own food;
- e. Utilize a variety of qualified presenters that are hired for the training workshops to avoid presenting a singular perspective or showing preference to a particular presenter;
- f. Not pay CCR&R staff a consultant fee to teach a workshop in their own catchment area, as providing workshops in their own area is a core service required by this contract. If extenuating circumstances arise, pay their staff a consulting fee, for teaching a workshop in their own catchment area upon receiving prior written approval from the CDB. An extenuating circumstance may include, but not be limited to: long travel distances, lack of available qualified presenters, or limited regular working hours;
- g. Work in collaboration with the NH CCR&R Network to conduct an annual review of the Child Care Basics, which shall result in a standardized set of Child Care Basic trainings;

- h. Update and keep current the Child Care Basic training workshop kit assigned to their agency;
- i. Provide the trainings listed in Attachment B, *Required Trainings*;
- j. Provide information on how to access college courses and funding opportunities, including the CDB tuition assistance;
- k. Collaborate with other Contractors and the CDB to maximize the use of training funds, including co-sponsoring training events and providing funds to child care providers to attend a relevant collaborative training; and
- l. Collaborate in the planning and implementation of trainings with other contractors and the CDB as needed to meet the needs of providers in their catchment area.

**Performance Measures: During the contract period, the contractor shall report on the following performance measures on a quarterly basis:**

- i. The number of Child Care Basics trainings offered. (Minimum of 5).
- ii. The number of attendees at Child Care Basics trainings.
- iii. The number of other trainings offered.
- iv. The number of attendees at other trainings offered by the CCR&R.

**Other Data Reporting Required: During the contract period, the contractor shall provide the following other data reporting on a quarterly basis:**

- v. The number of collaborative trainings.
- vi. A list of the specific workshops offered including: the date, location (town), the presenter, their credential, and the number of attendees.
- vii. The dates that each of the required trainings are offered.

**5.2 Technical Assistance (TA):** During the contract period the contractor shall:

- a. Provide TA to child care providers within the catchment area to:
  - (1) answer questions and resolve issues related to child care including those that may arise between parent and provider, by providing information and resources on best practices;
  - (2) assist child care providers in the development of their Emergency Preparedness plan, as well as provide suggestions for staff training and practice opportunities such as emergency drills;
  - (3) assist new and currently operating license exempt providers in the licensing process in order to increase the number of child care opportunities available. The Contractor shall work with the appropriate Child Care Licensing Coordinator for the catchment area in assisting providers with licensing;
  - (4) assist new and existing child care providers who are beginning to address program quality to help them achieve DHHS Licensed-Plus designation; and

- b. Encourage and assist providers and other early childhood professionals to apply for the appropriate level Early Childhood Professional Credential.

**Performance Measures: During the contract period, the contractor shall report on the following performance measures on a quarterly basis:**

- i. The number of providers assisted in the licensing process. (Bidders may set this goal at 0).
- ii. The number of new credentials awarded.
- iii. The number of credentials renewed or awarded at a higher level.

**Other Data Reporting Required: During the contract period, the contractor shall provide the following other data reporting on a quarterly basis:**

- iv. The number of times TA is provided in person.
- v. The number of times TA is provided by phone.
- vi. The number of providers who became licensed.
- vii. The number of times TA is provided for Licensed Plus.
- viii. The number of times TA is provided for accreditation.

5.3 **Evaluation:** During the contract period, the contractor shall:

- a. Have each training participant complete an evaluation of the training attended, which assesses, at a minimum, the knowledge and skills of the trainer, new information learned, how the new information will be used to increase the quality of their care to children and families, their degree of satisfaction with the trainer and the training, usefulness of the training, and suggestions for other trainings to be offered;
- b. Use the results of the evaluations in planning their training calendar; and
- c. Survey providers once annually to assess how well they are meeting the needs of the child care providers within the catchment area regarding referrals being given, accurate data provided, ease of updating data, types of training offered, availability of training opportunities and cultural competence of the CCR&R services.

6. **Technology** – During the contract period the contractor shall:

- a. Purchase and/or maintain the NACCRRRA membership at its own cost;
- b. Use the Internet to connect to the NACCRRRA SDS (SDS), enter information and access their database. The Contractor shall have a portion of the web server to host their NACCRRRA SDS program and data. The Administrator of the CDB, and other Bureau staff shall have access to the database at any time. The Child Care Program Improvement Specialist for the CDB will serve as the Administrator of the NACCRRRA SDS. Read Only or Search & Referral access to the databases of other catchment areas will be granted at the discretion of DCYF. The Contractor will be required to use NACCRRRA SDS to maintain their database and access information. The Requirements for this are detailed elsewhere in this RFP;



- c. Have a written policy governing permitted use of child care resource and referral databases, information, and other written materials generated from the operation of the CCR&R agency, which shall include prohibitions on the disclosure of individualized information about families or children. Said policy shall have the approval of the NH DHHS;
- d. Establish email lists of child care providers for distribution of materials;
- e. Work with the CDB to have access to NH EASY and to receive training provided by the CDB on the use of the program; and
- f. Assist in the maintenance of the nhccrr.org website by contributing contract funds for it's development and maintenance as well as the keeping of current information.

### C. Staff Qualifications

1. The Contractor shall provide knowledgeable staff, who are credentialed (or have the credential waived) at the following levels according to the NH Early Childhood Professional Development System to perform the corresponding duties in the table below:

| <b>Duties</b>                   | <b>Credential Level</b>  |
|---------------------------------|--|
| Take Calls & Meet With Families | Master Teacher Level 1   |
| Hired to Provide Training       | Trainer, Faculty, or Allied Master Professional                        |
| Consultant Staff                | Program Consultant Master Professional to Provide Technical Assistance |

2. In those DO catchments areas where there are large numbers of non-English speaking persons, or persons of Limited English Proficiency (LEP), the Contractor shall have a bilingual staff person or other translator/interpreter to be utilized when providing services or information to providers. Staff shall not rely on family members or friends of LEP persons to serve as interpreters unless the LEP person expressly requests such an arrangement. Children shall not be asked to translate or interpret. If no bilingual worker or in-house interpreter is available, the Contractor shall make arrangements to obtain an outside interpreter. An LEP person shall not be required to pay for the services of an interpreter. If appropriate for the catchment area, written materials and training shall also be made available in languages other than English;
3. Designate a staff person to liaison with the CDB to:
  - a. Attend monthly meetings with the CDB;
  - b. Coordinate activities, working with the Child Care Program Improvement Specialist, the Child Care Training Specialist, and the Credential Specialist;
  - c. Maintain the NACCRRRA SDS;
  - d. Obtain input and feedback from child care providers when policy, Child Care Scholarship Program, and quality enhancement initiatives are being revised;

- e. Evaluate CCR&R services;
- 4. Require current criminal background checks and central registry screenings of its staff. The results of such background checks and screenings shall be shared with the Department and the Department reserves the right to reject the Contractor's staff as a result of such background checks; and
- 5. May set aside professional development funds to allow staff to attend at least one national conference or symposium per contract cycle to further their expertise in providing CCR&R services.

#### **D. Records and Reports**

- 1. The Contractor shall compile quarterly and annual reports with outcome statistics for each of the performance measures and other data reports indicated in section 3 of this RFP and other information as deemed appropriate by the CDB.

Such reports shall be completed on a form provided by the CDB and emailed to the Child Care Program Improvement Specialist of the CDB, DCYF by the 15<sup>th</sup> of the month following the end of each quarter and the end of each contract year.

A summary of the performance measures outcome statistics for the contract period shall be forwarded along with the final billing and shall be postmarked within 60 days of the conclusion of the contract period.

The Contractor shall maintain detailed supporting documentation to support these reports which shall be available for DCYF review upon request;

- 2. The Contractor shall provide all reports described in Attachment C of this RFP on the dates indicated. The preliminary work-plan described in Attachment C should be included with the Bidder's proposal for this RFP;
- 3. The Contractor shall meet with the Child Care Program Improvement Specialist for discussion and approvals; and
- 4. The Contractor shall provide information on an NHEP client's child care search in a Department appropriate format at the request of the NHEP ECS. The NHEP staff and the selected Contractor shall ask NHEP clients to sign the "Release of Confidentiality" form at the NHEP orientation to make the exchange possible;

### **Section 4: EVALUATION OF PROPOSALS**

#### **A. Evaluation of Organization**

An evaluation team will be established to assist DHHS in the selection of a contractor. The team will be responsible for the review and scoring of all the proposals. This group will be responsible for the recommendation to the Director of DCYF and the Commissioner of DHHS. The Director will notify the selected bidder(s) and will execute the contract subject to the final approval of the Governor and Executive Council of the State of New Hampshire.

#### **B. Evaluation**

The tool that the evaluation team will use is attached to this RFP and named Attachment A. Bidders are highly encouraged to review Attachment A, prior to writing their proposals.

## **Section 5: SPECIAL PROVISIONS**

### **A. General**

1. DCYF reserves the right to renew the contract for up to four additional years subject to continued availability of funds, satisfactory performance of services, and approval of contract renewal by the Governor and Executive Council.
2. All publicity regarding this contract, including but not limited to brochures, press releases, web pages etc. shall contain the following statement: The preparation of this (report, document, etc.) was financed under an Agreement with the State of New Hampshire, Department of Health and Human Services with funds provided in part by the United States Department of Health and Human Services. A copy of all such announcements, brochures, etc. shall be sent to the Child Care Program Improvement Specialist upon release. If appropriate for the catchment area, written materials shall also be made available in languages other than English.
3. All databases and information compiled, created, stored, purchased, or otherwise used for CCR&R services provided shall be the property of the NH DHHS. The Department shall have the perpetual right to the use of all such databases and/or information without the need to obtain any further permissions or consents from the Contractor, and without the need for any other further payments for the use of same. The Contractor shall not transfer, sell, alienate, license, or otherwise use databases and other information generated from databases in any manner other than in providing of services herein without the specific written pre-approval of the NH DHHS. The State's contracted Child Care Program Improvement Specialist shall serve as the administrator of the NACCRRRA SDS database.

### **B. Operational Specifications**

The Contractor shall be responsible for keeping all work associated with the Contract on based on the work-plan submitted by the Contractor and approved by NH DHHS. DCYF shall supply the NACCRRRA validation fees and License/Web hosting fees. The Contractor shall pay for all of its professional memberships.schedule

### **C. Payment to the Contractor**

1. Payment shall be on a quarterly cost reimbursement basis for actual expenses up to the total contract price, contingent upon satisfactory provision of services and provision of required match.
2. Bidders may submit a written request documenting need by the agency for an initial payment for up to one quarter of the annual appropriation. This request must be made in Exhibit B-2.a. The Budget Narrative. A bidder being selected as the contractor for this service does not necessarily guarantee the initial payment.

3. The Contractor shall be required to attend a Financial Overview Meeting during the period of the contract.

Exhibit A-1 - Proposal Cover Sheet  
RFP #12-DCYF-CDB-CCRR-08

Provide a brief description of the proposal: \_\_\_\_\_

Responding to RFP#: **10-DCYF-CDB-RR-10**

OFFER: The undersigned hereby proposes to furnish to the STATE OF NEW HAMPSHIRE  
the services as described in the PROPOSAL, in accordance with the specifications  
contained in RFP #12-DCYF-CDB-CCRR-08.

TOTAL COSTS: (line 22 – DCYF Cost Column, Exhibit B-2):\$ \_\_\_\_\_

The signature of the Bidder below signifies the assent of the Bidder to all of the terms and conditions of this RFP unless exception is taken, in writing.

BIDDER: \_\_\_\_\_  
Type Name of Corporation or Respondent

ADDRESS: \_\_\_\_\_

\_\_\_\_\_  
Signature Date

\_\_\_\_\_  
Title

\_\_\_\_\_  
Type or Print Name Signed Above

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

FAX: \_\_\_\_\_

NAME OF BIDDER

---

Type or Print

**Bidder Summary:**

***Provide a short summary describing the Bidder's ability to meet the requirements of this RFP by meeting the minimum specifications and, in addition, any special abilities to provide services based on the Bidder's past experience, experience, or other factors that would be an inducement for proposal selection.***

***Remainder of this page intentionally left blank***

***Following the numbering/lettering system and sequence of the Specifications contained in Section 3-B of this RFP, provide a response detailing how the Bidder will meet each specification. Each item must be addressed. Failure to address or adequately address any item may result in non-selection. Please note that DCYF is interested in the methodology and detailed tactics that each Bidder shall implement to meet the minimum requirements of each section. Simply restating the language found in this RFP will result in a reduction of points as documented in Section 4.B. Phase II.***

***Remainder of this page intentionally left blank***

Exhibit A-4 – Response to Specifications  
RFP #12-DCYF-CDB-CCRR-08

Bidders should complete their proposed minimum goals for each measure. Successful performance in this contract shall be evaluated based on the contractor meeting 100% of their proposed goals.

| #  | Performance Measure   | Annual Goal |
|----|---|-------------|
| 1  | (i.) The number of visits made to providers: center, licensed family, Licensed Exempt, and potential providers  |             |
| 2  | (i.) The total number of families receiving referrals each quarter.   |             |
| 3  | (ii.) The number of families receiving referrals with CCR&R assistance.   |             |
| 4  | (iii.) The number of FANF clients assisted by the CCR&R.  |             |
| 5  | (i.) The percent of families successfully surveyed.   |             |
| 6  | (ii.) The percent of families surveyed who were successful in finding care.   |             |
| 7  | (iii.) The percent of FANF families who were surveyed who were unable to find care.   |             |
| 8  | (iv.) The percent of families on the wait list who were surveyed and were successful in finding care they can afford until they are released from the wait list. <b>(Bidder may set this goal at 0)</b> |             |
| 9  | (v.) The percent of families who had all of their child care needs met by the care they chose.  |             |
| 10 | (i.) The number of new providers added to the database, including licensed and license exempt providers.  |             |
| 11 | (ii.) The number of new child care opportunities created by new and existing providers.   |             |
| 12 | (iii.) The number of providers who are recruited or expand their programs to meet the unmet needs of infant/toddler care, special needs care and non-traditional hours care.                            |             |
| 13 | (iv.) The number of providers who are recruited or expand their programs to meet an unmet need as identified by the CCR&R. <b>(Bidder may set this goal at 0)</b>                                       |             |
| 14 | (v.) The number of providers specifically recruited to meet the needs of families on the wait list.   |             |
| 15 | (i.) The number of Child Care Basics trainings offered. <b>(Minimum of 5)</b>   |             |
| 16 | (ii.) The number of attendees at Child Care Basics trainings.   |             |
| 17 | (iii.) The number of other trainings offered.   |             |
| 18 | (iv.) The number of attendees at other trainings offered by the CCR&R.  |             |
| 19 | (i.) The number of providers assisted in the licensing process. <b>(Bidder may set this goal at 0)</b>  |             |
| 20 | (ii.) The number of new credentials awarded.  |             |
| 21 | (iii.) The number of credentials renewed or awarded at a higher level.  |             |



Exhibit B-1 – Key Personnel Data -  
RFP #12-DCYF-CDB-CCRR-08

*List all individuals below that will spend any amount of time on this contracted service.*

**Annual Amount**

| Name | Percentage of<br>Time Spent on<br>Project | Annual Salary | Billed to<br>DCYF |
|------|---|---------------|-------------------|
|      |   |               |                   |
|      |   |               |                   |
|      |   |               |                   |
|      |   |               |                   |
|      |   |               |                   |
|      |   |               |                   |

Exhibit B-2 – Annual Budget -  
RFP #12-DCYF-CDB-CCRR-08

| Line Item               | DCYF Cost | Agency Match | Total |
|-------------------------|-----------|--------------|-------|
| SALARY & WAGES          |           |              |       |
| EMPLOYEE BENEFITS/TAXES |           |              |       |
| EQUIPMENT               |           |              |       |
| INDIRECT COSTS          |           |              |       |
| OTHER                   |           |              |       |
| OTHER                   |           |              |       |
| OTHER                   |           |              |       |
| TOTALS                  |           |              |       |

Exhibit B-2.a. – Budget Summary-  
RFP #12-DCYF-CDB-CCRR-08

**Provide written justification for the proposed expenses for each line item. The budget narrative should provide enough information that proposal evaluators need not seek clarification of the bidder's budget proposal. If start up costs will be needed, such need must be clearly articulated and justified in the budget narrative.**

**If administrative or indirect expenses are allocated, the method used to assess cost in this contract must be identified. Administrative or indirect expenses shall not exceed 10% of the total contract.**

Attachment A – Evaluation Sheet  
RFP #12-DCYF-CDB-CCRR-08

| <b>1. General Evaluation Criteria</b>                          |  |  | <b>Comments</b>                 | <b>Points</b> |
|--|--|--|---------------------------------|---------------|
| <b>Overall Review</b>  |  |  |                                 |               |
| <i>Up to 20 Points for each criteria (Value: 10% of total)</i> |  |  |                                 |               |
| a  | Conformity in form and format to instructions contained in the RFP   |  |                                 |               |
| b  | Services proposed in response to proposal specifications   |  |                                 |               |
| c  | Qualifications and adequacy of staffing  |  |                                 |               |
| d  | Demonstrated capacity of the agency to implement the program   |  |                                 |               |
| e  | Cost effectiveness of proposal   |  |                                 |               |
|  |  |  | <b>Subtotal:</b>                |               |
|  |  |  | <b>Multiply Subtotal by .10</b> |               |
| <b>Specific Evaluation Criteria</b>                            |  |  |                                 |               |
| <b>2. Experience</b>   |  |  | <b>Comments</b>                 | <b>Points</b> |
| <i>Up to 20 Points for each criteria (Value: 25% of total)</i> |  |  |                                 |               |
| a  | Past experience of the Bidder in providing this or a similar service   |  |                                 |               |
| b  | Past experience of the Bidder in working with the child care community and parent population   |  |                                 |               |
| c  | Demonstrated capacity to provide services within the catchment area  |  |                                 |               |
| d  | Demonstrated ability to work with the Department   |  |                                 |               |
| e  | Demonstrated program management and organizational ability of the applicant agency to carry out the proposed service within the required time-frames |  |                                 |               |
|  |  |  | <b>Subtotal:</b>                |               |
|  |  |  | <b>Multiply Subtotal by .25</b> |               |
| <b>3. Program Description</b>                                  |  |  | <b>Comments</b>                 | <b>Points</b> |
| <i>Up to 20 Points for each Criteria (Value 25% of Total)</i>  |  |  |                                 |               |

|                              |  |  |                                 |               |  |
|------------------------------|--|--|---------------------------------|---------------|--|
|                              |  |  |                                 |               |  |
| a                            | Presentation of a complete and detailed program description, that is responsive to the RFP, but does not simply restate the language of the RFP                          |  |                                 |               |  |
| b                            | Presentation of a preliminary work plan including a realistic timeline for project implementation  |  |                                 |               |  |
| c                            | Presentation of an outreach plan to maximize utilization of services within the catchment area   |  |                                 |               |  |
| d                            | Demonstrated capacity to manage the computer aspects of the program or presentation of a clear plan to develop that ability within a reasonable time frame               |  |                                 |               |  |
| e                            | Presentation of a clearly stated evaluation process and quantifiable outcome measures at acceptable levels for both the recruitment and training portions of the program |  |                                 |               |  |
|                              |  |  | <b>Subtotal:</b>                |               |  |
|                              |  |  | <b>Multiply Subtotal by .25</b> |               |  |
|                              |  |  | <b>Comments</b>                 | <b>Points</b> |  |
| <b>4. Cost and Resources</b> |  |  |                                 |               |  |
|                              | <i>Up to 20 Points for each Criteria (Value 30% of Total)</i>  |  |                                 |               |  |
| a                            | The accuracy and completeness of the budget and budget narrative   |  |                                 |               |  |
| b                            | The acceptability of the line item costs as detailed in the budget narrative   |  |                                 |               |  |
| c                            | A cost effective approach to providing the proposed service  |  |                                 |               |  |
| d                            | Staff resources of the Bidder to effectively administer and operate the program  |  |                                 |               |  |
| e                            | Ability to obtain financial and additional resources from other sources to support this program  |  |                                 |               |  |
|                              |  |  | <b>Subtotal:</b>                |               |  |
|                              |  |  | <b>Multiply Subtotal by .30</b> |               |  |
|                              |  |  | <b>Comments</b>                 | <b>Points</b> |  |
| <b>5. Other</b>              |  |  |                                 |               |  |
|                              | <i>Up to 20 Points for each Criteria (Value 10% of Total)</i>  |  |                                 |               |  |
| a                            | Creative response to meeting the unique needs of the community to be served such as, but not limited to, English proficiency and cultural diversity                      |  |                                 |               |  |
| b                            | Demonstrated plan to be responsive to the increased need for infant care, special needs care, and child care during non-traditional hours                                |  |                                 |               |  |
| c                            | Plan to be responsive to the needs of the local NH DHHS District Office, community members, businesses, and local employers  |  |                                 |               |  |

|   |   |  |                                 |  |
|---|---|--|---------------------------------|--|
| d | Evidence of collaboration with other agencies within the community  |  |                                 |  |
| e | Inclusion of a plan to be responsive to the needs of providers, DO and NHEP staff, families, and community members (including agencies, policy makers, public officials, and businesses) in the catchment area. |  |                                 |  |
|   |   |  | <i>Subtotal:</i>                |  |
|   |   |  | <i>Multiply Subtotal by .10</i> |  |
|   |   |  | <b>Grand Total</b>              |  |

Attachment B. – Required Trainings  
RFP #12-DCYF-CDB-CCRR-08

The Contractor shall provide the following trainings:

1. Child Care Basics (as agreed upon with the Child Development Bureau);
2. Early Learning Guidelines;
3. A Business of Child Care workshop;
4. Additional non-credit training for child care providers, which addresses the Core Knowledge Areas and provides a continuum from the Child Care Basic training in (1) above, to advanced training for the experienced professional;
5. Child Care Billing, in collaboration with the CDB;
6. Recognizing and Reporting Child Abuse and Neglect, in collaboration with DCYF District Office staff at least once each SFY;
7. At least one training from Zero to Three's Preventing Child Abuse & Neglect curriculum every four months;
8. An annual training using the Strengthening Families through Early Care and Education (SFI) Guidebook;
9. Emergency Preparedness for child care providers at least once per contract year. The Contractor shall also provide written materials such as brochures and sample plans, as well as resources for emergency plan development such as web addresses and trainings sponsored by State and community agencies printed in the newsletter, to assist providers in preparing for emergencies; and
10. First Aid and Infant/Child CPR by conducting trainings or providing referrals to community training opportunities. As this training results in a certification, participants may be charged for the certification. The Contractor shall provide scholarships to license exempt providers to attend CPR and First Aid training.

Attachment C. – Required Reports  
RFP #12-DCYF-CDB-CCRR-08

| <b>Documentation required</b>  |  | <b>Submission Deadline</b> |
|--|--|----------------------------|
| <b>Preliminary work plan</b> – This plan shall include a time line with clearly identified dates/year, which addresses all aspects of the requirements of this contract. This should include a training plan which details the number of trainings, locations (town) and target numbers of participants.   |  | With Proposal              |
| <b>Detailed work plan</b> – This plan shall be a revised work-plan for the entire contract period, subject to approval by the Administrator of the CDB.  |  | TBD                        |
| <b>Technology Policy</b> described in Section B.3.6. of this RFP.  |  | TBD                        |
| <b>Outreach plan</b> – This plan shall be made in order to make the CCR&R services known to the widest possible audience of families, providers and community members (including agencies, policy makers, public officials, and businesses) within the catchment area, including services to limited English proficient families and providers and in consideration of a variety of diversity issues. The outreach plan should include determining which populations are underserved by CCR&R and specifically targeting outreach to these populations.  |  | TBD                        |
| All publicity that indicates office location, hours, availability to meet with families, phone #s, and email address.  |  | As it is updated           |
| Sign in sheet from NHCCR&R Network Meetings  |  | TBD                        |
| <b>Improvement Plan</b> – Described in B.3.3   |  | TBD                        |
| <b>Quality plan</b> - The Contractor shall complete the NACCRA Quality Assurance Scoring Sheet of Best Practices Criteria for Core Competencies, Parent Services, and Provider Services as a self-assessment and needs assessment. Documentation for items that the Contractor meets or partially meets should be kept on file at the office location for review at the request of the Child Care Program Improvement Specialist. For those items that are partially met or not met, the Contractor shall submit a plan for meeting those criteria along with what additional support (training, TA or additional resources), if any, that would be needed to meet those criteria. |  | TBD                        |
| <b>Service Delivery Maintenance and Improvement Plan</b> - Provide the CDB with a copy of the survey used described in Section B.3.5.3.c of this RFP, the results of the survey and a plan for service delivery maintenance or improvement.  |  | TBD                        |